

MAKING CONNECTIONS CROSS-SITE SURVEY

HUMAN, FINANCIAL AND CIVIC SERVICES IN MAKING CONNECTIONS NEIGHBORHOODS

The Urban Institute, March 2010

INTRODUCTION

The Making Connections Cross-Site Survey provides a wealth of information on resident perceptions of services. The survey has entailed interviews with large samples of families in Making Connections neighborhoods in all 10 sites at two points in time: first in 2002 or 2003 (depending on the site), and second in 2005 or 2006.¹ A third wave was then conducted in the selected neighborhoods in 5 of the 10 sites in 2008 or 2009 (Denver, Des Moines, Indianapolis, San Antonio, and White Center).

These fact sheets focus on the 2008/09 survey and significant changes between it and earlier waves in the 5 sites. They provide selected data on resident perceptions of key services, describing variations across site, and across racial/ethnic groups. They provide information for families with children only in Making Connections neighborhoods on:

- *Demand for services.* This indicator is the percent of all respondents that say they want or need each particular service.
- *Unmet need.* This indicator is the percent of would-be users (those who use a service or who say they want or need a service) who, for any of a number of reasons, do not use it.
- *Reasons for not using a service.*
- *Satisfaction with services.* Percent of users of a service saying they are satisfied with it (in most cases, ratings of 5 through 7 on a 7 point scale).

The design of the section of the survey on services was different between the waves one and two for all questions other than those on satisfaction. Therefore, for the participating sites, we are able to report results on changes in satisfaction for all three waves, but only on changes in other indicators between the 2005/06 and 2008/09 waves.

¹ Louisville is included in these groupings in these sheets even though its first survey was actually conducted in 2004 and its second in 2007.

Services reviewed in these fact sheets include:

- Financial services
 - Bank or credit union
 - Check cashing
 - Money transfer service
- Personal Development Services
 - Basic medical services
 - Employment services
 - Welfare services
 - Family counseling
- Community Facilities
 - Community college
 - Library
 - Park/playground
 - Community/recreation center
- Community Services
 - Trash collection
 - Street repair
 - Fire Dept. services
 - Ambulance (EMS)
 - Neighborhood schools

The Making Connections initiative was intended to foster community-wide results in tough neighborhoods over the long-term, particularly in regards to improving young children's health and their success in school, and in increasing families' earnings, income, and asset levels. However, in the individual sites, the Making Connections strategies have not been operational for long enough or achieved sufficient saturation for there to be a reasonable expectation that such community-wide changes will already be evident. The longitudinal survey data on the Making Connections sites provide useful information on the dynamics occurring in the target neighborhoods. However, the absence of systematic improvements in key indicators to date should not be viewed as a reflection on the efficacy of the Making Connections model for community change.

MAKING CONNECTIONS CROSS-SITE SURVEY
RESIDENT PERCEPTIONS OF SERVICES

FINANCIAL SERVICES

- In 2008/09, 81% of the families with children in the neighborhoods of the 5 sites said they wanted to use a bank or credit union, but only 43% said they wanted to use a check cashing facility and 30% said they wanted to use a money transfer service. (Table 1.1)
 - Across sites, White Center had the highest level of demand for banks (90%) followed by Des Moines (85%). San Antonio was lowest by this measure (74%).

Table 1.1
Financial Services, Demand, 2008/09
(Percent of Respondents Saying they Want the Service)

| | Bank or credit union | Check cashing facility | Money transfer services |
|-----------------------------------|----------------------|------------------------|-------------------------|
| Total | 81 | 43 | 30 |
| <i>By Site</i> | | | |
| Denver | 77 | 46 | 32 |
| Des Moines | 85 | 42 | 38 |
| Indianapolis | 78 | 51 | 27 |
| San Antonio | 74 | 42 | 27 |
| White Center | 90 | 35 | 29 |
| <i>By Race/Ethnicity/Nativity</i> | | | |
| NH white | 88 | 42 | 19 |
| NH black, US born | 78 | 56 | 28 |
| NH black, foreign born | 89 | 28 | 75 |
| Hispanic, US born | 73 | 46 | 24 |
| Hispanic, foreign born | 81 | 36 | 49 |
| NH Asian, US born | * | * | - |
| NH Asian, foreign born | 94 | 22 | 23 |
| US born | 80 | 48 | 24 |
| Foreign born | 84 | 33 | 46 |

Notes:

* = Sample size is less than 10.

- Across race/ethnicity/nativity groups, foreign born Asians had by far the highest demand for banks (94%) while US born Hispanics had the lowest (73%).
- There were no statistically significant changes in the demand levels for banks or credit unions since 2005/06 for any of the sites or groups shown on the table.

- Demand for check cashing services was lowest (35%) in the site where demand for banking services was highest, White Center. The highest site on this score was Indianapolis (51%).
- US born blacks had the top demand for check cashing services among groups (56%). Foreign born Asians (22%) and blacks (28%) were at the low end of this scale.
- The only significant change in the demand for check cashing services was a decline from 41% to 42% in San Antonio

- Demand for money transfer services ranged from a high of 38% in Des Moines to a low of 27% in Indianapolis and San Antonio.
- Across groups, the foreign born blacks evidenced by far the highest demand for money transfer services at 75%. Foreign born Hispanics came next at 49%. Whites and foreign born Asians were lowest at 19% and 23% respectively.
- Drops in demand from 39% to 29% in White Center and from 38% to 28% for US born blacks were the only significant changes since 2005/06 for money transfer services.

- **An unmet need is identified when survey respondents say they want to use a particular service but, for any of a number of reasons, they are unable to do so. Unmet need levels for financial services in 2008/09 were at 6% for banks, 16% for check cashing facilities and 9% for money transfer services. There had been no significant changes in any of these overall levels since 2005/06. (Table 1.2)**
 - Unmet needs for banking services were negligible (2%) in Des Moines and White Center. The only site with a significant unmet need for these services was Denver (15%). The only sizeable group with a notable unmet need for banking services (10%) was US born Hispanics.
 - Statistically significant declines in unmet need for any of these services between surveys should be regarded as a noteworthy accomplishment. The only one of that occurred for banking services was a drop from 6% to 2% in Des Moines.

Table 1.2
Financial Services, Unmet Need, 2008/09
 (Percent of Respondents Who Say they Want the Service
 but are Unable to Use It)

| | Bank or credit union | Check cashing facility | Money transfer services |
|-----------------------------------|----------------------------|------------------------------|-------------------------------|
| Total | 6 | 16 | 9 |
| <i>By Site</i> | | | |
| Denver | 15 | 19 | 11 |
| Des Moines | 2 | 24 | 10 |
| Indianapolis | 8 | 10 | 5 |
| San Antonio | 7 | 8 | 6 |
| White Center | 2 | 20 | 10 |
| <i>By Race/Ethnicity/Nativity</i> | | | |
| NH white | 4 | 18 | 3 |
| NH black, US born | 6 | 17 | 7 |
| NH black, foreign born | - | * | 2 |
| Hispanic, US born | 10 | 8 | 4 |
| Hispanic, foreign born | 6 | 22 | 14 |
| NH Asian, US born | - | - | - |
| NH Asian, foreign born | - | 48 | 31 |
| US born | 7 | 14 | 4 |
| Foreign born | 4 | 23 | 14 |

Notes:

* = Sample size is less than 10.

- Across sites, respondents with unmet needs gave a large number of reasons for not being able to take advantage of banking services. The largest number (15%) said “they cost too much,” followed by 8% who said service quality was poor.
- Unmet need for check cashing services ranged from 8% in San Antonio to highs of 20% in White Center and 24% in Des Moines. Among groups, the highest unmet needs for this service were felt among foreign born Asians (48%) and Hispanics (22%).
- Two sites were able to significantly reduce unmet need for check cashing services between surveys: Des Moines (from 39% to 24%) and Indianapolis (from 21% to 10%). This could have occurred, of course, by more families being adequately served by banks (so they did not need

check cashing services) as well as by simply providing more check cashing services.

- There was also a variety of responses as to why respondents felt they were unable to access check cashing services. The most frequently cited was the same as for banking, but in this case it was predominant: “costs too much,” at 63% (the next highest was “inconvenient schedule” at 6%).
 - Unmet needs for money transfer services across sites ranged from 5% in Indianapolis to 11% in Denver. Across groups, the highs were 31% (foreign born Asians) and 14% (foreign born Hispanics) while, as might be expected, whites and US born blacks and Hispanics were at the low end (2-4% range).
 - A significant reduction between surveys in unmet need for money transfer services occurred in only one site: Indianapolis (drop from 15% to 5%)
 - For money transfer services, “cost” was again by far the most sizeable reason for non-use – cited by 81% of those who cited it as an unmet need. The next highest was “poor service quality,” at 5%.
- **The percentages of users saying they were satisfied with the three financial services were uniformly quite high in 2008/09: 88% for banks, 80% for check cashing, and 87% for money transfer. Again, there were no significant changes in these overall levels since the 2005/06 survey. (Table 1.3)**
 - For banking, there was little variation across sites or groups in user satisfaction; range from 85% (Indianapolis) to 92% (San Antonio). There was similarly little variation across groups; 86% (US born blacks) to 90% (foreign born blacks).
 - There was only one significant change in satisfaction ratings for banking services between surveys: a drop from 99% to 89% for foreign born Asians.
 - Satisfaction with check cashing services was generally not as high: range across sites from 76% (Denver and Des Moines) to 85% (San Antonio) and, across groups, from 76% (US born blacks and Hispanics) to 83% (whites and foreign born Hispanics). There were no statistically significant changes in these ratings between surveys.
 - Satisfaction ratings for money transfer services were also high and narrow; ranging across sites from 79% (Des Moines) to 98% (Denver) and, across groups, from 77% (foreign born Hispanics – the group with

the second highest demand for these services) to 100% (foreign born blacks).

- There was one significant change in satisfaction ratings for money transfer services between surveys: an increase from 84% to 98% in Denver.

Table 1.3

Financial Services, Satisfaction, 2008/09
(Percent of Users Satisfied with the Service)

| | Bank or credit union | Check cashing facility | Money transfer services |
|-----------------------------------|----------------------------|------------------------------|-------------------------------|
| Total | 88 | 80 | 87 |
| <i>By Site</i> | | | |
| Denver | 87 | 76 | 98 |
| Des Moines | 88 | 76 | 79 |
| Indianapolis | 85 | 80 | 92 |
| San Antonio | 92 | 85 | 86 |
| White Center | 87 | 79 | 88 |
| <i>By Race/Ethnicity/Nativity</i> | | | |
| NH white | 88 | 83 | 92 |
| NH black, US born | 86 | 76 | 82 |
| NH black, foreign born | 90 | * | 100 |
| Hispanic, US born | 89 | 76 | 77 |
| Hispanic, foreign born | 88 | 83 | 92 |
| NH Asian, US born | * | * | - |
| NH Asian, foreign born | 89 | * | 81 |
| US born | 88 | 79 | 84 |
| Foreign born | 88 | 84 | 91 |

Notes:

* = Sample size is less than 10.

MAKING CONNECTIONS CROSS-SITE SURVEY
RESIDENT PERCEPTIONS OF SERVICES

PERSONAL DEVELOPMENT SERVICES

This section deals with a cluster of services where users go to a provider to get help to improve aspects of their personal lives and circumstances.

- **As would be expected, almost all families with children in the 2008/09 survey (87%) said they need basic medical services, but overall demand levels are lower for employment services (29%), welfare services (46%) and family counseling (22%).** (Table 2.1)

Table 2.1
Personal Development Services, Demand, 2008/09
(Percent of Respondents Saying they Want the Service)

| | Basic medical care | Employment services | Welfare services | Family counseling |
|-----------------------------------|--------------------|---------------------|------------------|-------------------|
| Total | 87 | 29 | 46 | 22 |
| <i>By Site</i> | | | | |
| Denver | 91 | 32 | 35 | 21 |
| Des Moines | 91 | 32 | 46 | 24 |
| Indianapolis | 90 | 27 | 53 | 23 |
| San Antonio | 77 | 24 | 59 | 19 |
| White Center | 92 | 32 | 33 | 25 |
| <i>By Race/Ethnicity/Nativity</i> | | | | |
| NH white | 96 | 21 | 44 | 25 |
| NH black, US born | 91 | 40 | 51 | 25 |
| NH black, foreign born | 98 | 75 | 27 | 29 |
| Hispanic, US born | 82 | 28 | 61 | 19 |
| Hispanic, foreign born | 81 | 23 | 31 | 19 |
| NH Asian, US born | * | - | * | - |
| NH Asian, foreign born | 91 | 36 | 29 | 12 |
| US born | 89 | 30 | 53 | 24 |
| Foreign born | 84 | 28 | 31 | 19 |

Notes:

* = Sample size is less than 10.

- Demand levels for basic medical services are all above 90% except for one site (San Antonio at 77%) and two groups (foreign born and US born Hispanics at 81% and 82% respectively).
- There was only one statistically significant change in demand for medical services over this period; an increase for whites from 91% to 96%.

- Employment services include job training, counseling and placement. Demand for these services fell in a fairly narrow range across sites: from 24% of families in San Antonio to 32% in Denver, Des Moines and White Center.
- Among groups, the demand for employment services was highest for foreign born blacks (75%) followed by U.S. born blacks (40%) and foreign born Asians (36%). Demand among whites was lowest at 21%.
- Given that the period between 2005/06 and 2008/09 was one where the national entered a period of deep recession and unemployment, one might have expected an increase in demand for employment services. However, there was only one statistically significant change: an increase from 40% to 75% for foreign born blacks.

- Welfare services are those provided at welfare (TANF) offices. Demand in this case ranged across sites from only 33% in White Center up to a high of 59% in San Antonio.
- Across groups, US born Hispanics evidenced the highest level of demand for welfare services (61%) while foreign born blacks evidence the lowest (27%).
- The only significant change in demand for welfare services between surveys was an increase from 43% to 53% in Indianapolis.

- Across sites, the demand for family counseling ranged from 19% in San Antonio to 25% in White Center. Across groups, the range was from a low of 12% (foreign born Asians) to a high of 29% (foreign born blacks). There were no statistically significant changes in demand for family counseling between surveys.

- **The 2008/09 survey showed that, overall, unmet need for basic medical services was negligible (2%) among families with children in the MC neighborhoods. However, 24% of families who wanted family counseling were unable to obtain it. Unmet need was at 22% for employment services and 14% for welfare services. (Table 2.2)**

Table 2.2
Personal Development Services, Unmet Need, 2008/09
 (Percent of Respondents Who Say they Want the Service
 that are Unable to Use It)

| | Basic medical care | Employ- ment services | Welfare services | Family counsel- ing |
|-----------------------------------|--------------------------|-----------------------------|---------------------|---------------------------|
| Total | 2 | 22 | 14 | 24 |
| <i>By Site</i> | | | | |
| Denver | 1 | 21 | 28 | 28 |
| Des Moines | 1 | 21 | 14 | 21 |
| Indianapolis | 1 | 28 | 11 | 23 |
| San Antonio | 6 | 30 | 12 | 26 |
| White Center | 1 | 15 | 9 | 23 |
| <i>By Race/Ethnicity/Nativity</i> | | | | |
| NH white | 1 | 21 | 13 | 11 |
| NH black, US born | 0 | 13 | 8 | 17 |
| NH black, foreign born | 2 | 8 | * | * |
| Hispanic, US born | 3 | 19 | 9 | 24 |
| Hispanic, foreign born | 4 | 43 | 38 | 45 |
| NH Asian, US born | - | - | - | - |
| NH Asian, foreign born | - | 33 | 4 | 24 |
| US born | 1 | 18 | 9 | 17 |
| Foreign born | 3 | 33 | 30 | 39 |

Notes:

* = Sample size is less than 10.

- Unmet need for basic medical services was above 1% in only one site – San Antonio – where the level was at 6%.
- Consistent with this finding, the highest levels of unmet need for these services among groups were for US born Hispanic (3%) and foreign born Hispanics (4%). There were no significant changes in these levels across sites or groups.
- The most frequently cited reasons for being unable to obtain basic medical services were: “costs too much” (41%) and “can’t find it” (21%).
- Unmet need for family counseling fell in a fairly narrow range across sites: from 21% in Des Moines to 28% in Denver.
- Across groups, however, unmet needs for family counseling were concentrated among Hispanics and the foreign born. Rates were 45% for foreign born Hispanics, 24% for foreign born Asians and 24% for US born

- Hispanics. (The rate was only 11% for whites and 17% for US born blacks)
- Here the most frequently cited reasons for being unable to obtain services were “can’t find it” (42%) and costs too much (27%)
 - There were larger gaps between sites in rates of unmet needs for employment services. The level in White Center (15%) was only half that in San Antonio (30% - with Indianapolis close behind at 28%).
 - Again, the unmet needs were by far highest for foreign born Hispanics (43%) and foreign born Asians (33%) – compared with only 21% for whites.
 - There were no significant changes in any of these rates among sites or groups since 2005/06. The only standout reason cited for being unable to obtain these services was “can’t find it” (32%).
 - Unmet needs for welfare services were generally lower but with a similar gap across sites; the rate for White Center (9%) being less than a third of that in Denver (28% - interestingly, San Antonio’s rate was a fairly low 12% in this category).
 - Among groups, foreign born Hispanics again had the highest rate of unmet need (38% - the rates for all other groups were 13% or less).
 - There were three significant changes between surveys to be noted in this category: the unmet need for welfare services more than doubled in Denver (from 12% to 28%) but dropped notably for US born Hispanics from (16% to 9%) and foreign born Asians (from 21% to 4%).
 - Reasons for not being able to access welfare services were varied – no single one was cited by more than 20% of relevant respondents.
- **Within this group, 2008/09 survey respondents gave the highest rates of satisfaction overall to medical services (92%) followed by family counseling (85%), employment services (76%) and welfare services (63%). There has been one significant change in ratings at this level since the surveys began in 2002/03; an increase from 86% to 92% for basic medical services. (Table 2.3)**
 - Satisfaction ratings have been uniformly high for basic medical service across sites and groups (the only rating below 89% in 2008/09 was 81% for the foreign born Asian group). Significant positive changes since the first survey were recorded for Denver, Des Moines and U.S. born Hispanics.

Table 2.3
Personal Development Services, Satisfaction, 2008/09
 (Percent of Users Satisfied with the Service)

| | Basic medical care | Employ- ment services | Welfare services | Family counsel- ing |
|-----------------------------------|--------------------------|-----------------------------|---------------------|---------------------------|
| Total | 92 | 76 | 63 | 85 |
| <i>By Site</i> | | | | |
| Denver | 92 | 72 | 40 | 96 |
| Des Moines | 92 | 80 | 64 | 82 |
| Indianapolis | 90 | 74 | 63 | 82 |
| San Antonio | 90 | 75 | 65 | 79 |
| White Center | 93 | 76 | 68 | 89 |
| <i>By Race/Ethnicity/Nativity</i> | | | | |
| NH white | 91 | 68 | 68 | 87 |
| NH black, US born | 92 | 78 | 48 | 77 |
| NH black, foreign born | 91 | 90 | * | * |
| Hispanic, US born | 94 | 71 | 57 | 83 |
| Hispanic, foreign born | 89 | 85 | 85 | 93 |
| NH Asian, US born | * | - | - | - |
| NH Asian, foreign born | 81 | 86 | 71 | * |
| US born | 93 | 72 | 58 | 83 |
| Foreign born | 89 | 87 | 81 | 90 |

Notes:

* = Sample size is less than 10.

Satisfaction = rating of 5, 6, or 7 on 7 point scale

- There was somewhat more variation in satisfaction pertaining to family counseling. The range across sites was from 79% (San Antonio) to 96% (Denver) and, across groups, from 77% (US born blacks) to 93% (foreign born Hispanics).
- There was only one significant change in satisfaction with family counseling across sites since the first survey; an increase from 80% to 96% in Denver.
- Satisfaction with employment services was somewhat lower and more varied. Across sites, ratings ranged from 72% in Denver to 80% in Des Moines.
- Among groups, the highest satisfaction ratings for employment services were generally given by the foreign born; 90% among blacks, 86% among

Asians and 85% among Hispanics. In contrast, the satisfaction rating given by whites for this service was 68%.

- There were no significant changes in employment services satisfaction ratings, however, across survey waves.
- Welfare services had a very low satisfaction rating in Denver (40%). The ratings for the other sites fell in a narrow range from 63% (Indianapolis) to 68% (White Center).
- Once again, the foreign born were most satisfied with this service; 85% for Hispanics and 71% for Asians. Comparatively, welfare services received only a 68% satisfaction rating from whites and 48% percent from US born blacks.
- Significant changes in satisfaction with welfare services since 2002/03 included a drop from 80% to 63% overall in Indianapolis and from 63% to 48% among all US born blacks.

MAKING CONNECTIONS CROSS-SITE SURVEY
RESIDENT PERCEPTIONS OF SERVICES

COMMUNITY FACILITIES

- Within this group in 2008/09, demand was highest for parks/playgrounds with 94% of families with children saying they wanted to use them. Overall demand levels then dropped off to 82% for libraries, 60% for community centers and 54% for community colleges. There were two significant changes in demand for these services overall since 2005/06: increases of 89% to 94% for parks/playgrounds and 55% to 60% for community centers. (Table 3.1)

Table 3.1
Community Facilities, Demand, 2008/09
(Percent of Respondents Saying they Want the Service)

| | Communi- ty college | Library | Park/ play- ground | Commun/ recr. center |
|-----------------------------------|---------------------------|---------|--------------------------|----------------------------|
| Total | 54 | 82 | 94 | 60 |
| <i>By Site</i> | | | | |
| Denver | 59 | 91 | 95 | 78 |
| Des Moines | 62 | 83 | 94 | 63 |
| Indianapolis | 45 | 78 | 94 | 59 |
| San Antonio | 49 | 79 | 91 | 47 |
| White Center | 56 | 81 | 97 | 59 |
| <i>By Race/Ethnicity/Nativity</i> | | | | |
| NH white | 45 | 78 | 95 | 59 |
| NH black, US born | 64 | 85 | 96 | 71 |
| NH black, foreign born | 84 | 99 | 100 | 52 |
| Hispanic, US born | 53 | 83 | 91 | 53 |
| Hispanic, foreign born | 52 | 82 | 96 | 60 |
| NH Asian, US born | * | * | * | * |
| NH Asian, foreign born | 53 | 83 | 87 | 68 |
| US born | 54 | 82 | 94 | 60 |
| Foreign born | 54 | 83 | 95 | 61 |

Notes:

* = Sample size is less than 10.

- Demand levels for community colleges among the neighborhoods ranged from 45% in Indianapolis to 62% in Des Moines. Across groups, only 45% of white respondents in the MC neighborhoods wanted to go to a community college, whereas 84% of foreign born blacks, and 64% of US born blacks, did so.
 - There had been no significant changes in community college demand since the 2005/06 survey.
 - There was more diversity across sites in demand for community centers in 2008/09; ranging from only 47% in San Antonio to 78% in Denver. Only 52-53% of foreign born blacks and US born Hispanics wanted to use a community center, compared to 71% of US born blacks.
 - Significant increases in demand for community centers since 2005/06 had occurred for Denver (62% to 78%) and foreign born Hispanics (49% to 60%).
 - For parks and playgrounds, demand was uniformly high across the neighborhoods (91-97% range). Among groups, the range was from 91% (US born Hispanics) to 100% (foreign born blacks)
 - Significant increases in demand for parks and playgrounds since 2005/06 had occurred for Denver (89% to 96%), San Antonio (84% to 91%), and foreign born Hispanics (84% to 96%).
 - For libraries, demand ranged across sites from 78% in Indianapolis to 91% in Denver. The group with the highest level of demand for library services was foreign born blacks (99%), followed by US born blacks (85%).
 - The only significant change in the demand levels on the table for libraries since 2005/06 was an increase from 94% to 99% for foreign born blacks.
- **Rates of unmet need were comparatively low in 2008/09 for parks and playgrounds (5%) and libraries (8%), but substantial for community centers (33%) and, in particular, community colleges (40%). There had been no significant changes in these overall levels since 2005/06.** (Table 3.2)
 - Unmet needs for attending community college were actually quite high in all MC neighborhoods; ranging 35% in White Center to 50% in Denver.
 - The group that had by far the largest unmet need for a community college was foreign born Hispanics (64%) – unmet need in this area for other groups ranged from 20% (foreign born blacks) to 36% (US born Hispanics).

Table 3.2
Community Facilities, Unmet Need, 2008/09
 (Percent of Respondents Who Say they Want the Service
 but are Unable to Use It)

| | Communi- ty college | Library | Park/ play- ground | Commun/ recr. center |
|-----------------------------------|---------------------------|---------|--------------------------|----------------------------|
| Total | 40 | 8 | 5 | 33 |
| <i>By Site</i> | | | | |
| Denver | 50 | 11 | 8 | 26 |
| Des Moines | 36 | 8 | 4 | 38 |
| Indianapolis | 37 | 9 | 2 | 33 |
| San Antonio | 42 | 9 | 9 | 45 |
| White Center | 35 | 3 | 3 | 22 |
| <i>By Race/Ethnicity/Nativity</i> | | | | |
| NH white | 29 | 6 | 2 | 31 |
| NH black, US born | 28 | 5 | 2 | 19 |
| NH black, foreign born | 20 | 6 | 8 | 6 |
| Hispanic, US born | 36 | 10 | 7 | 31 |
| Hispanic, foreign born | 64 | 10 | 8 | 51 |
| NH Asian, US born | - | - | - | - |
| NH Asian, foreign born | 28 | 9 | 7 | 36 |
| US born | 32 | 7 | 4 | 28 |
| Foreign born | 54 | 9 | 7 | 44 |

Notes:

* = Sample size is less than 10.

- There was only one significant change in unmet need for community college since 2005/06 – an increase from 27% to 50% in Denver.
- As might be expected, the most frequently cited reasons for being unable go to a community college were “costs too much” and “inconvenient schedule (each cited by 33% of those with an unmet need).
- Unmet need for a community center ranged across neighborhoods from 22% (White Center) to 45% (San Antonio). Of the various groups, those with highest unmet needs for community centers were foreign born Hispanics (51%), foreign born Asians (36%) and US born Hispanics (31%). The unmet need rate for US born blacks, in contrast, was only 19%.

- Significant changes in unmet need for a community center since the 2005/06 survey included an increase from 33% to 45% in San Antonio and an increase for 37% to 51% for foreign born Hispanics.
- The most frequently cited reasons for being unable to use a community center were “can’t find it” (39%), “inconvenient schedule” (20%) and “too far away” (13%).

- Unmet need for a park or playground among neighborhoods was highest in San Antonio (9%) and Denver (8%) – 4% or less in the other three sites.
- Foreign born blacks, Hispanics and Asians along with US born Hispanics had the highest unmet need rates for parks or playgrounds (7-8%) while the unmet need among whites and US born blacks stood at only 2%.
- There was no significant change in unmet need for parks or playgrounds in any category between surveys. The most often cited reasons for not using a park or playground were “inconvenient schedule” (19%), and “too far away.” “can’t find it,” and “poor service quality” (all at 15-16%)

- Across sites, unmet need for a library ranged from only 3% in White Center to 11% in Denver. Among groups, Hispanics (both US and foreign born) had the highest unmet need at 10%. Foreign born Asians were next at 9% and other groups were at the 5-6% level.
- Significant declines in unmet need for a library between surveys occurred in White Center (from 11% to 3%) and among foreign born blacks (from 45% to 6%).
- The most often cited reasons for the non-use of libraries were “inconvenient schedule” (31%), “too far away” (18%) and “can’t find it” (13%)

- **User satisfaction with these types of community facilities was generally high in 2008/09: 95% for libraries, 92% for community colleges, 91% for community/recreation centers, and 85% for parks and playgrounds. There was one significant change from the 2005/06 survey at this level: a drop in satisfaction for parks and playgrounds from 89% to 85% (Table 3.3)**
 - Across the neighborhoods, satisfaction ratings by users for community colleges were all in the 91-93% range. Among groups, the only rating below 90% was by foreign born blacks (71%). There were no significant changes in any category between surveys.

Table 3.3
Community Facilities, Satisfaction, 2008/09
 (Percent of Users Satisfied with the Service)

| | Communi- ty college | Library | Park/ play- ground | Commun/ recr. center |
|-----------------------------------|---------------------------|---------|--------------------------|----------------------------|
| Total | 92 | 95 | 85 | 91 |
| <i>By Site</i> | | | | |
| Denver | 91 | 98 | 80 | 89 |
| Des Moines | 91 | 94 | 84 | 94 |
| Indianapolis | 92 | 97 | 85 | 93 |
| San Antonio | 92 | 95 | 86 | 95 |
| White Center | 93 | 94 | 86 | 87 |
| <i>By Race/Ethnicity/Nativity</i> | | | | |
| NH white | 93 | 97 | 86 | 88 |
| NH black, US born | 91 | 94 | 88 | 96 |
| NH black, foreign born | 71 | 97 | 65 | 87 |
| Hispanic, US born | 90 | 95 | 80 | 94 |
| Hispanic, foreign born | 99 | 97 | 88 | 95 |
| NH Asian, US born | * | * | * | * |
| NH Asian, foreign born | 91 | 99 | 77 | 83 |
| US born | 92 | 95 | 84 | 91 |
| Foreign born | 93 | 97 | 86 | 91 |

Notes:

* = Sample size is less than 10.

Satisfaction = rating of 5, 6, or 7 on 7 point scale

- Satisfaction ratings for community/recreation centers were somewhat lower but also in a fairly narrow range: from 87% for White Center to 95% in San Antonio. The highest satisfaction ratings among groups were by US born blacks (96%) and US and foreign born Hispanics (94-95%) – all other groups gave ratings below 90%.
- The only significant change in ratings for community centers between surveys was that by whites, a drop from 97% to 88%.
- Satisfaction ratings for parks and playgrounds ranged from 80% in Denver to 86% in San Antonio and White Center. Among groups, highest satisfaction rating for parks and playgrounds were given by US born blacks and foreign born Hispanics (88%) and the lowest by foreign born blacks (65%).

- Significant changes in satisfaction ratings for parks and playgrounds included declines from 91% to 65% by foreign born blacks and from 88% to 80% by US born Hispanics.
- For libraries, satisfaction ratings were high and also fell in a narrow range across sites (94-98%) and across groups (94-99%), There were no significant changes in any category between surveys.

MAKING CONNECTIONS CROSS-SITE SURVEY
RESIDENT PERCEPTIONS OF SERVICES

COMMUNITY SERVICES

This section reviews survey results for a cluster of 5 community services: trash collection, street repair, fire department services, ambulance (EMS) services, and neighborhood schools. These services are different from those reviewed earlier. Here, we have satisfaction ratings but no data on demand or unmet needs. The reason is that almost all services in this group are provided ubiquitously regardless of individual demand. For example, families have no choice as to whether to receive trash collection and street repair.

- **Satisfaction ratings for these services in 2008/09 were somewhat lower and more varied than for the community facilities group. The overall rating was highest for fire department and ambulance services (85%), followed by trash collection (81%), neighborhood schools (71%) and street repair at a much lower 56%. Significant changes since 2002/03 at this level included increases in satisfaction from 72% to 81% for trash collection and from 45% to 56% for street repair (Table 4.1)**
 - Satisfaction ratings for trash collection across sites ranged from 75% (Indianapolis) to 85% (White Center); across groups, the variation was from 78% (US born blacks) to 89% (foreign born Asians)
 - There were a number of significant improvements in satisfaction ratings for trash collection since the 2002/03 survey. They included increases from 63% to 81% for the Denver neighborhoods, 66% to 83% for Des Moines, and 77% to 86% for White Center. They also included increases from 75% to 83% for whites, 63% to 78% for US born blacks and from 70% to 79% for US born Hispanics
 - For street repair, satisfaction ratings ranged from 40% (Indianapolis) to 67% (Denver). Foreign born blacks gave the highest rating to this service (81%) while US born blacks gave the lowest.
 - There were several significant improvements in satisfaction ratings for street repair since 2002/03: from 49% to 67% in Denver, from 40% to 53% in Des Moines and from 44% to 62% in San Antonio. Among groups, satisfaction had climbed from 39% to 49% among whites and from 39% to 60% among US born Hispanics.
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Table 4.1
Percent of Users Satisfied with Community Services, 2008/09

| | Trash collec- tion | Street repair | Fire Dep't. services | Ambu- lance (EMS) | Neigh. schools |
|-----------------------------------|--------------------------|------------------|----------------------------|-------------------------|-------------------|
| Total | 81 | 56 | 85 | 85 | 71 |
| <i>By Site</i> | | | | | |
| Denver | 82 | 67 | 89 | 89 | 67 |
| Des Moines | 83 | 53 | 79 | 82 | 74 |
| Indianapolis | 75 | 40 | 85 | 82 | 64 |
| San Antonio | 80 | 62 | 87 | 86 | 77 |
| White Center | 85 | 57 | 86 | 85 | 67 |
| <i>By Race/Ethnicity/Nativity</i> | | | | | |
| NH white | 83 | 49 | 85 | 84 | 54 |
| NH black, US born | 78 | 50 | 82 | 83 | 67 |
| NH black, foreign born | 85 | 81 | 96 | 95 | 76 |
| Hispanic, US born | 79 | 60 | 85 | 85 | 75 |
| Hispanic, foreign born | 82 | 65 | 87 | 85 | 84 |
| NH Asian, US born | * | * | * | * | * |
| NH Asian, foreign born | 89 | 45 | 74 | 83 | 77 |
| US born | 80 | 53 | 85 | 85 | 65 |
| Foreign born | 84 | 63 | 85 | 84 | 82 |

Notes:

* = Sample size is less than 10.

Satisfaction = rating of 5, 6, or 7 on 7 point scale

- Satisfaction with fire department services in four sites fell in a narrow range from 85% to 89%; Des Moines was an exception with a much lower 79% rating. Among groups, ratings were all high ranging from 82% (US born blacks) to 96% (foreign born blacks)
- There were no significant rating changes in any category for this service since 2002/03.
- The story for ambulance (EMS) services was similar to that for fire department ratings above. Ratings in all sites fell in the 82%-89% range. The same two groups marked the bounds of the continuum: from 83% (US born blacks) to 95% (foreign born blacks).
- There were three significant changes in satisfaction with this service among the sites since 2002/03: in improvement in Denver (from 81% to

87%), but declines in Indianapolis (91% to 82%) and San Antonio (92% to 86%)

- Satisfaction with neighborhood schools across sites ranged from 64% (Indianapolis) to 77% (San Antonio). Across groups, the range was from 54% (whites) to 84% (foreign born Hispanics).
- There were two significant changes in school satisfaction ratings since the 2005/06 survey and both were declines: from 81% to 74% in Des Moines and from 63% to 54% for whites.